

This Page Is Inserted by IFW Operations
and is not a part of the Official Record

BEST AVAILABLE IMAGES

Defective images within this document are accurate representations of the original documents submitted by the applicant.

Defects in the images may include (but are not limited to):

- BLACK BORDERS
- TEXT CUT OFF AT TOP, BOTTOM OR SIDES
- FADED TEXT
- ILLEGIBLE TEXT
- SKEWED/SLANTED IMAGES
- COLORED PHOTOS
- BLACK OR VERY BLACK AND WHITE DARK PHOTOS
- GRAY SCALE DOCUMENTS

IMAGES ARE BEST AVAILABLE COPY.

**As rescanning documents *will not* correct images,
please do not report the images to the
Image Problem Mailbox.**

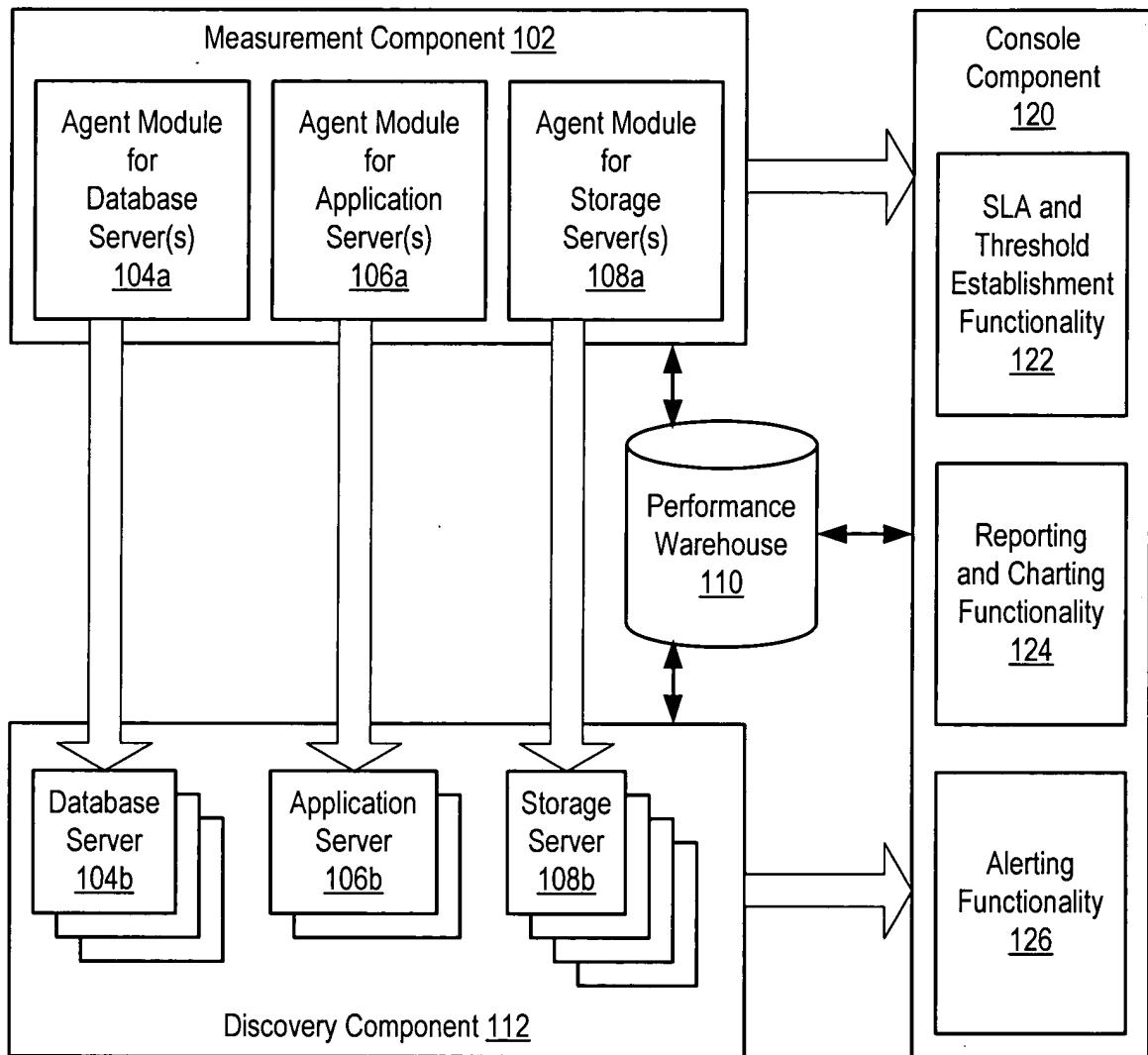


Figure 1

100

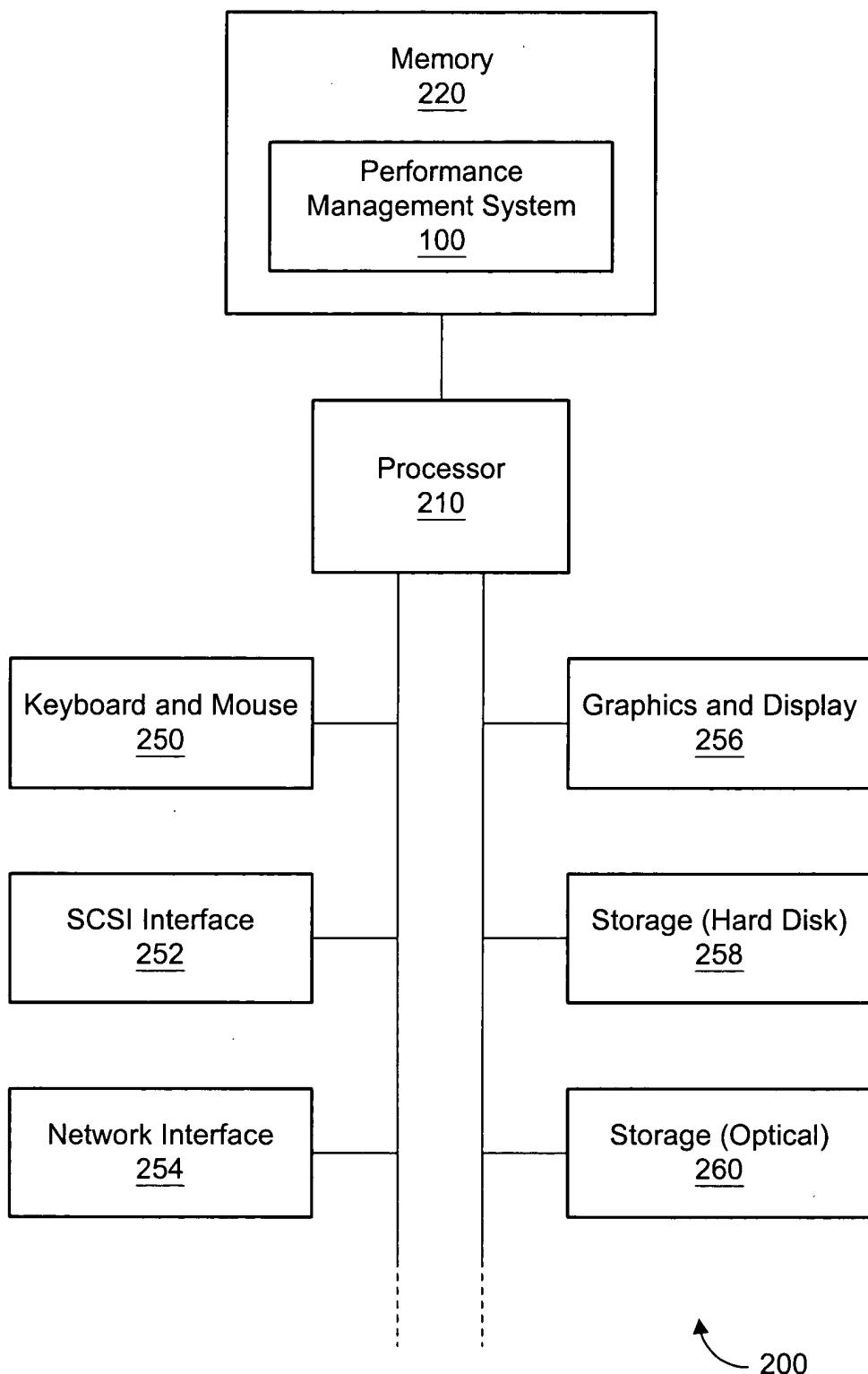


Figure 2

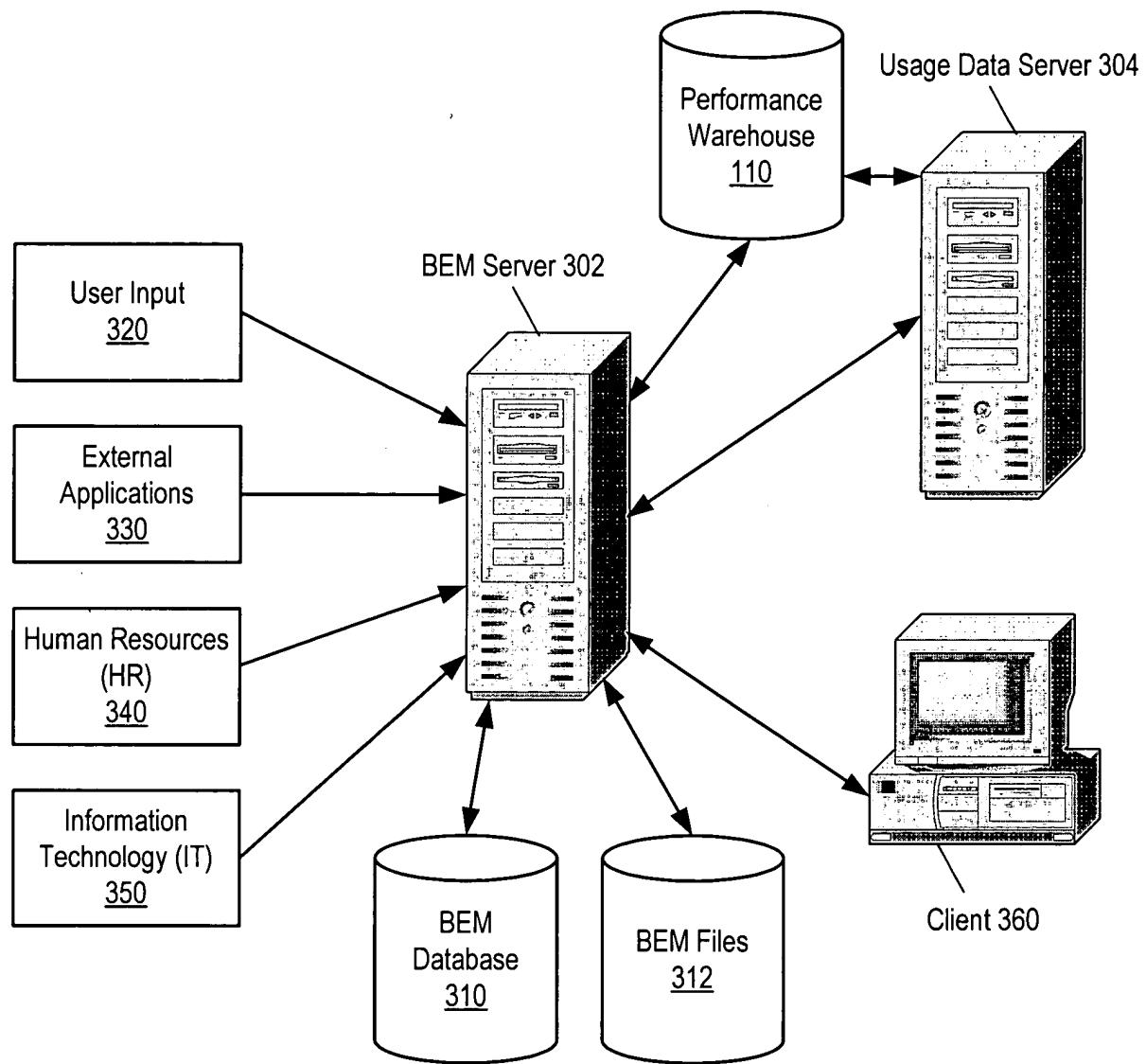


Figure 3

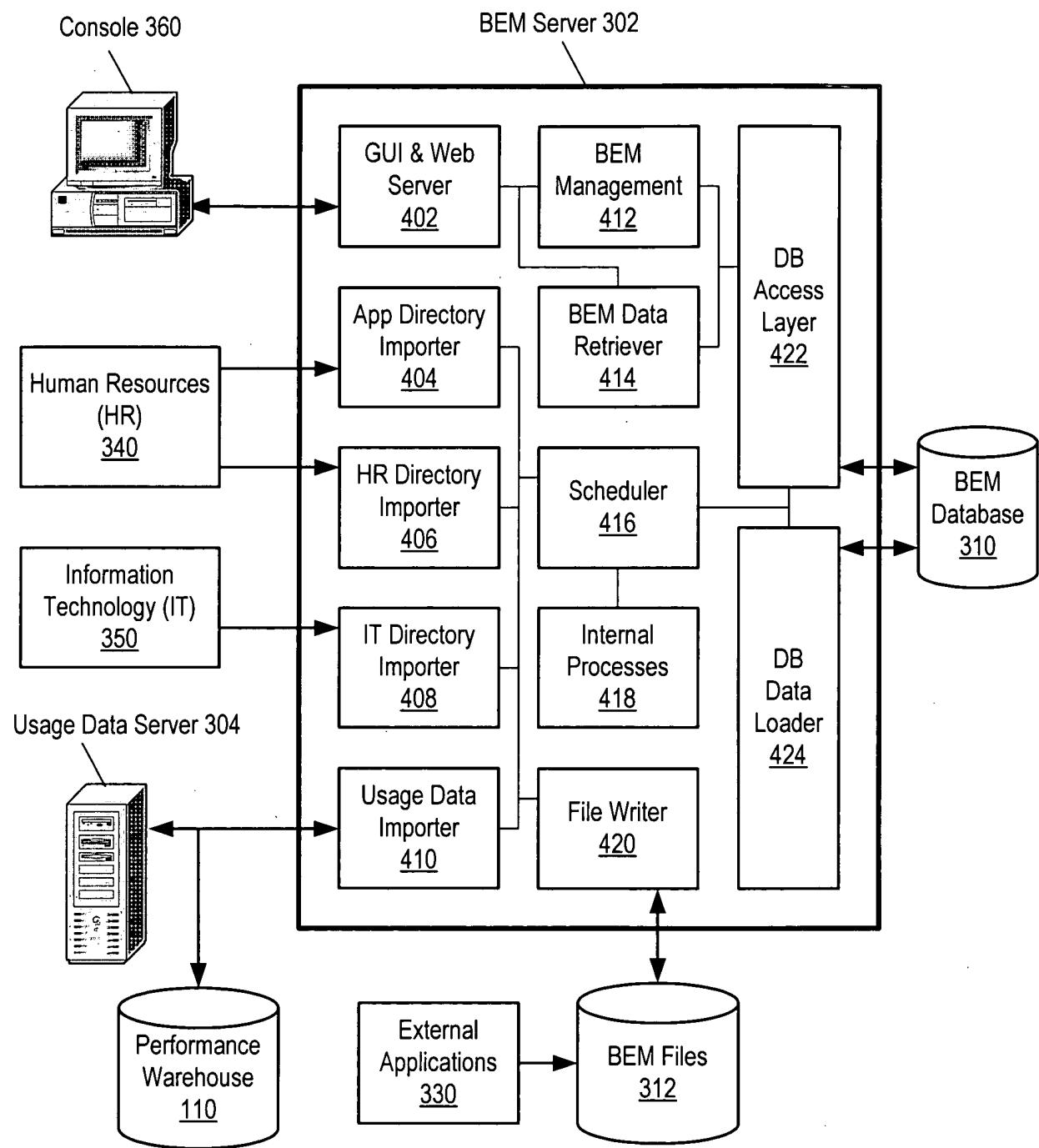


Figure 4

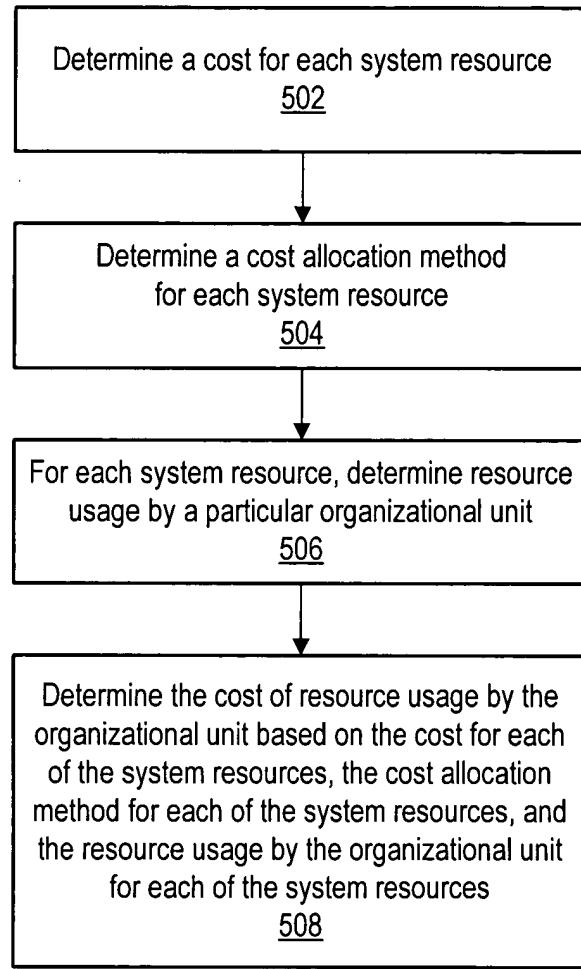


Figure 5

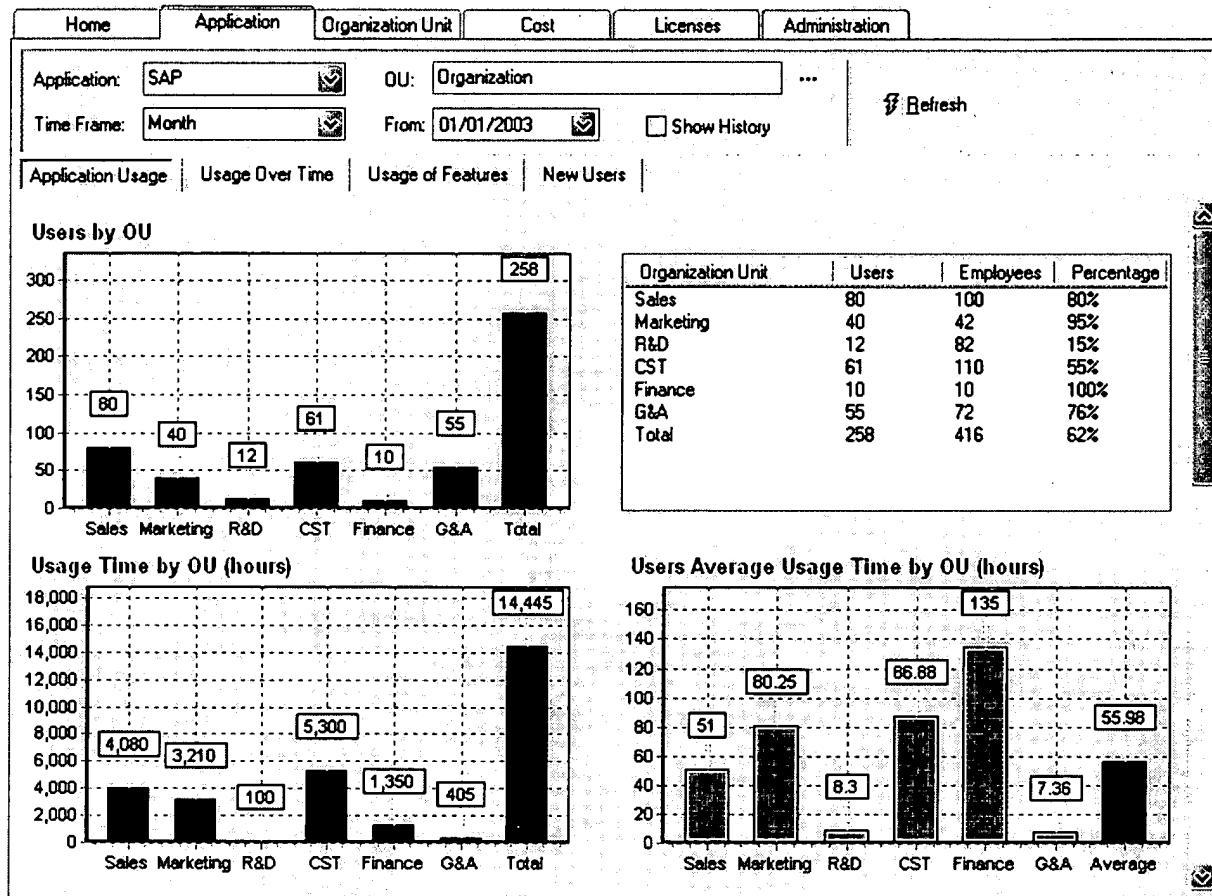


Figure 6

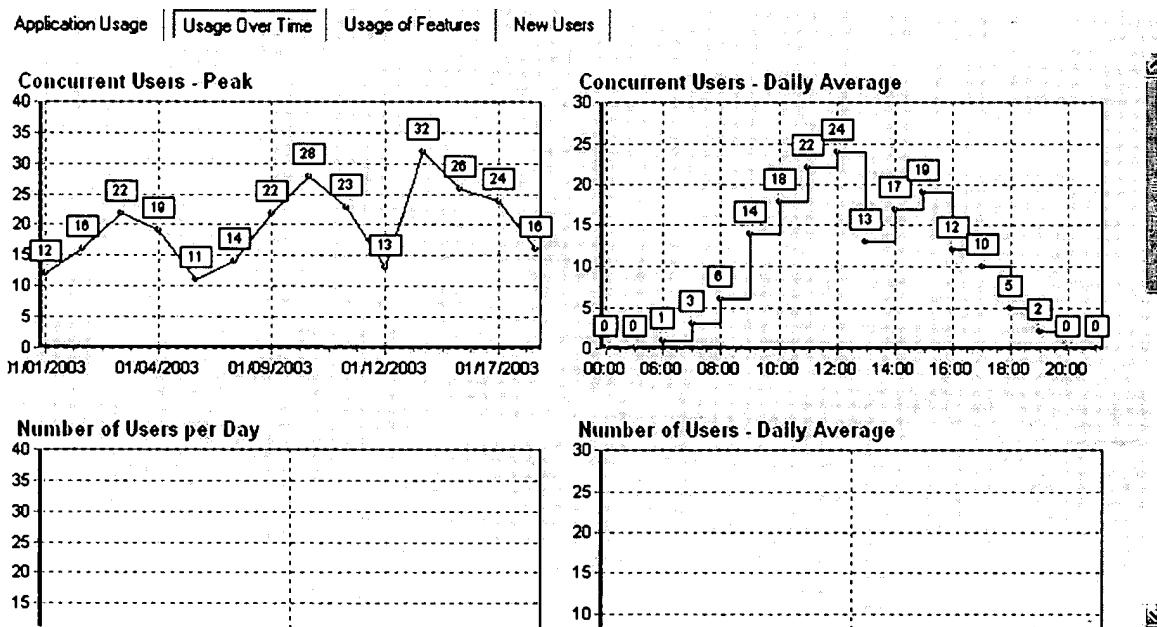


Figure 7

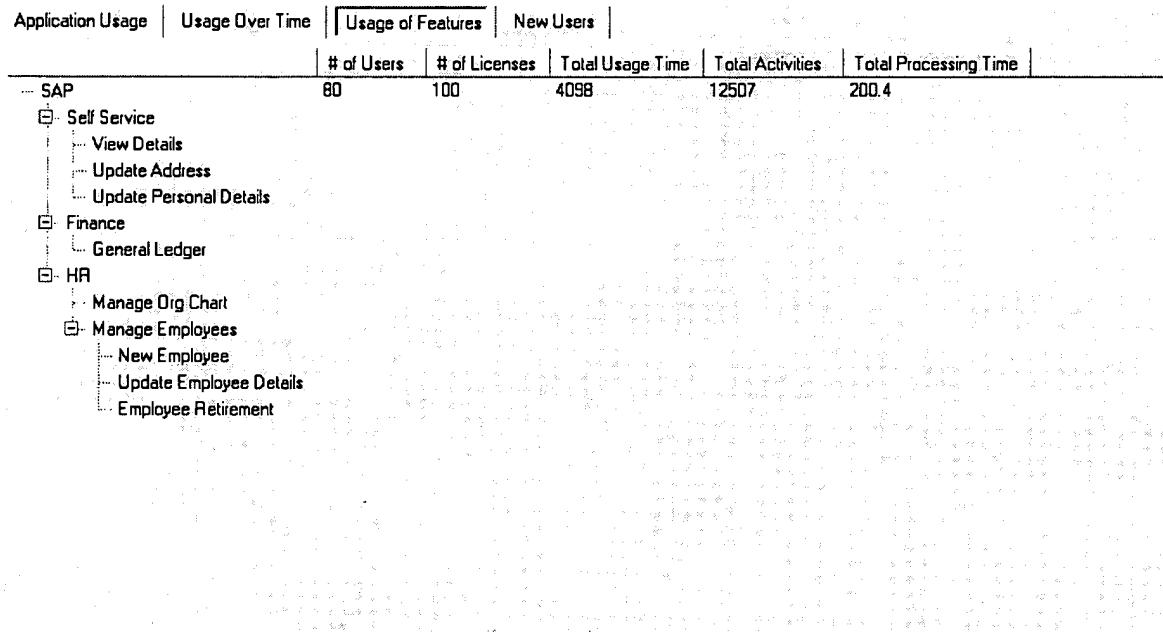


Figure 8

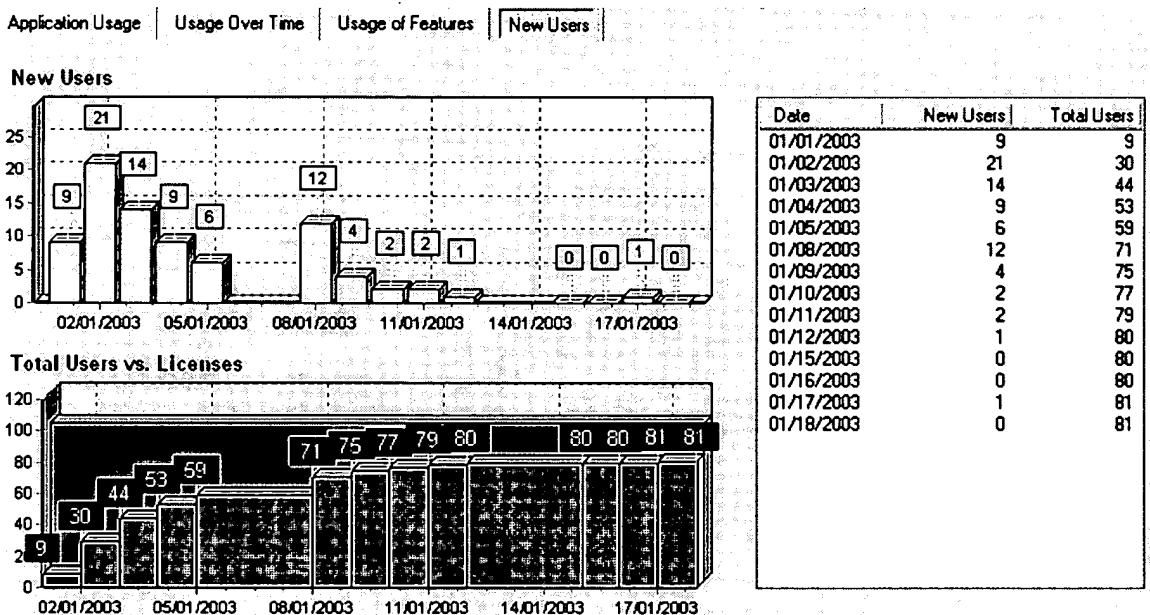


Figure 9

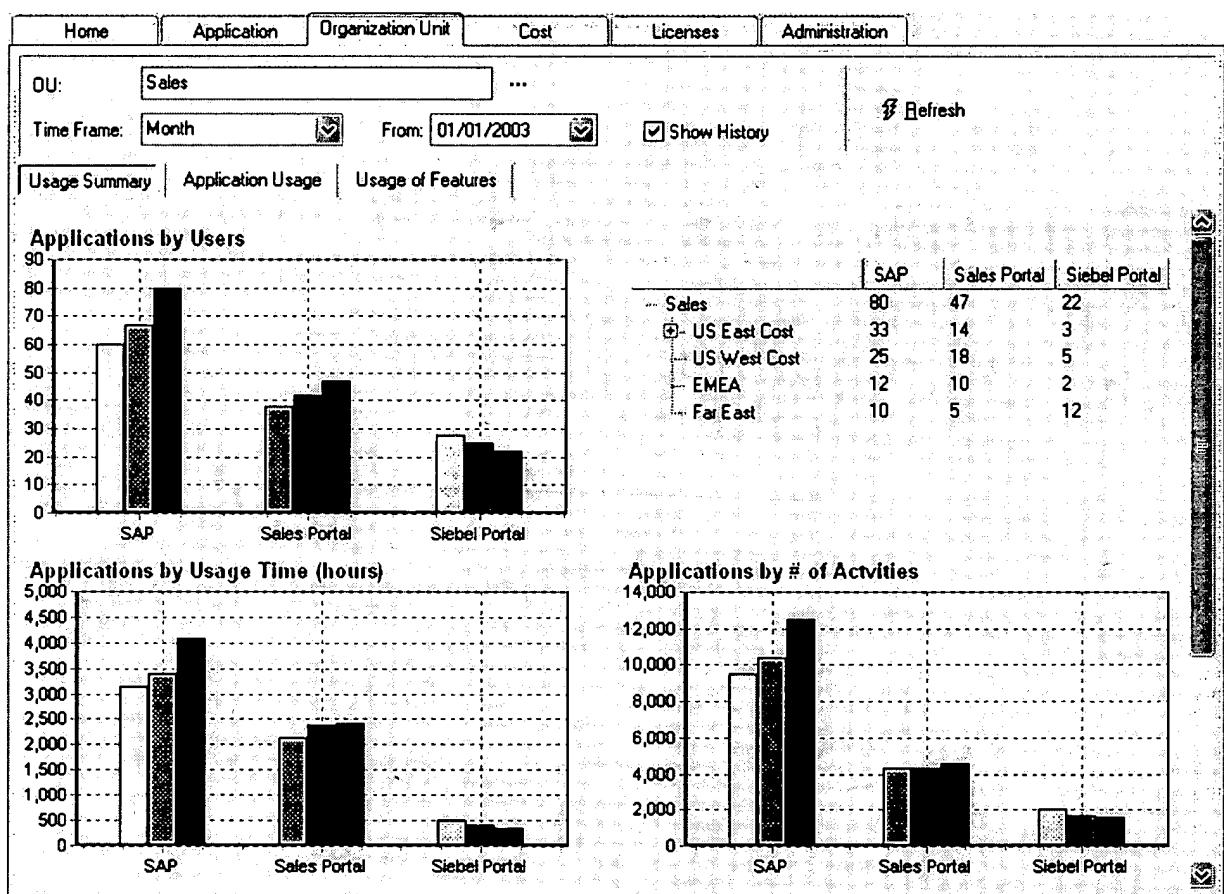


Figure 10

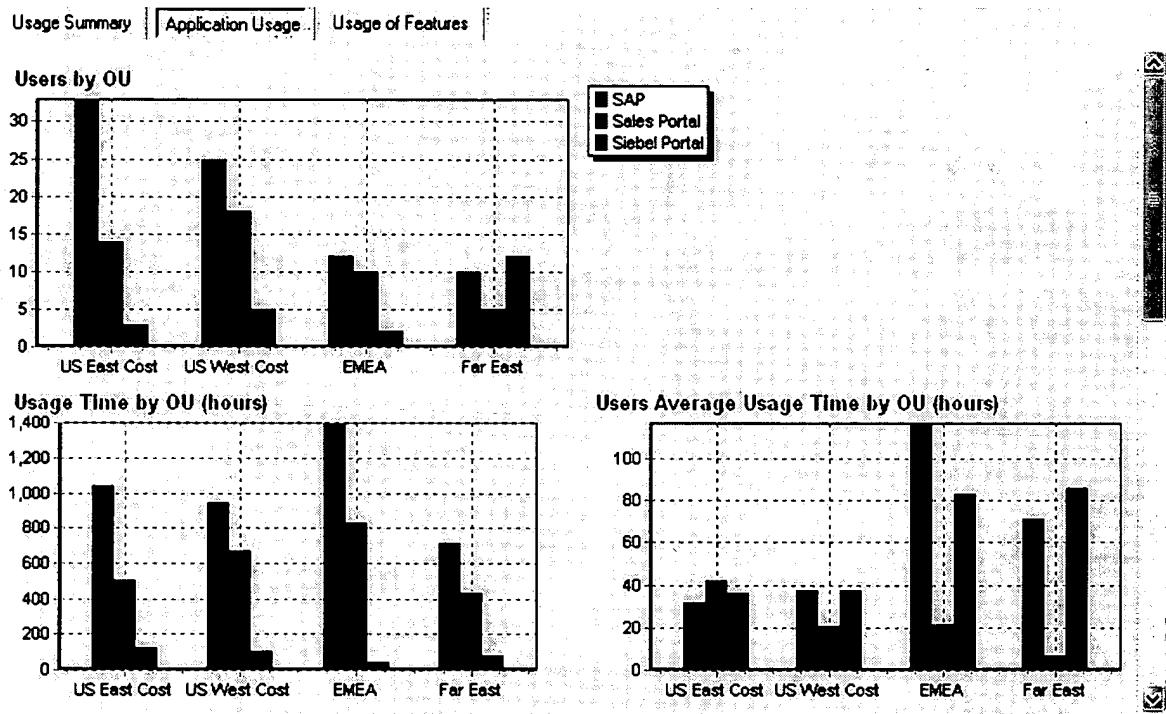


Figure 11

Figure 12

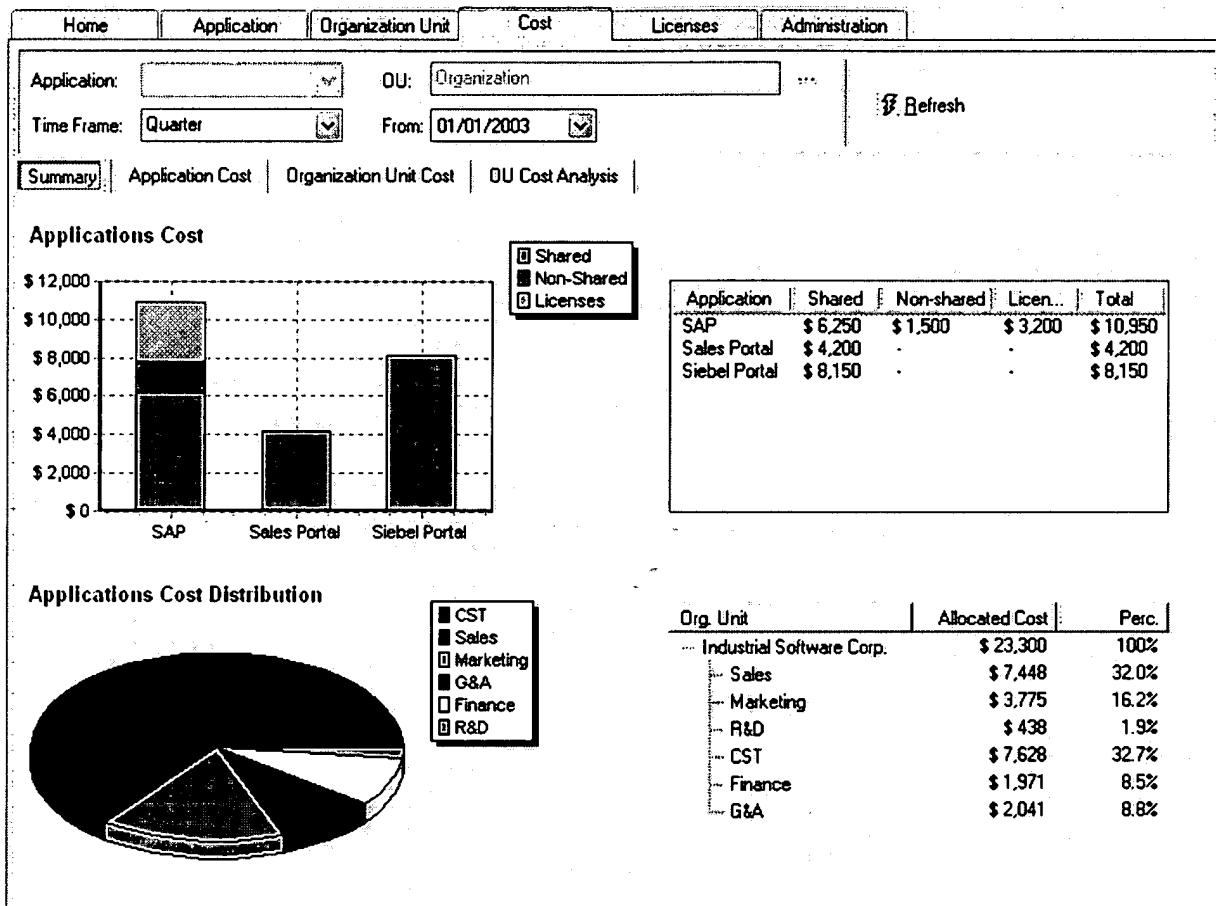
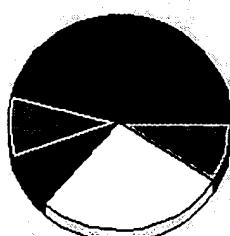


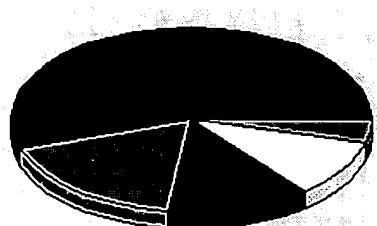
Figure 13

Application Cost Elements



- Server SAP01 18.63 %
- Oracle Database 27.4 %
- IT Overhead 9.22 %
- Client Installations 8.22 %
- "Full" Licenses 27.4 %
- "Self Service" Licenses 9.13 %

Applications Cost Distribution



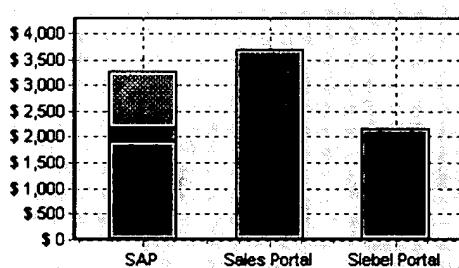
- Sales
- CST
- Finance
- G&A
- Marketing
- R&D

Cost Element	Alloc. Method	OU	Cost
-- Overall Cost			\$ 10,950
- Shared			\$ 6,050
- Server SAP01	Processing Time	All	\$ 2,040
- Oracle DB	Activities	All	\$ 3,000
- IT Overhead	Headcount	All	\$ 1,010
- Non-Shared			\$ 900
- Client Install.	Licenses	"ALL"	\$ 3
- Client Licenses			\$ 4,000
- Full License	Licenses	"ALL"	\$ 20
- Self Service	Licenses	"ALL"	\$ 5

Allocated Cost	Per.
\$ 3,285	29.9%
\$ 1,912	17.4%
\$ 252.9	2.3%
\$ 1,120	10.2%
\$ 1,095	10.0%
\$ 438	4.0%
\$ 2,738	25.0%
\$ 1,971	18.1%
\$ 1,424	12.0%

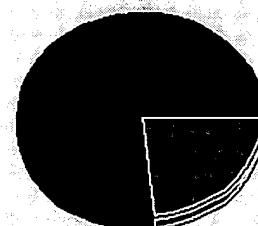
Figure 14

Applications Cost



- Shared
- Non-Shared
- Licenses

- Sales Portal 40.5 %
- SAP 35.96 %
- Siebel Portal 23.54 %



Employees

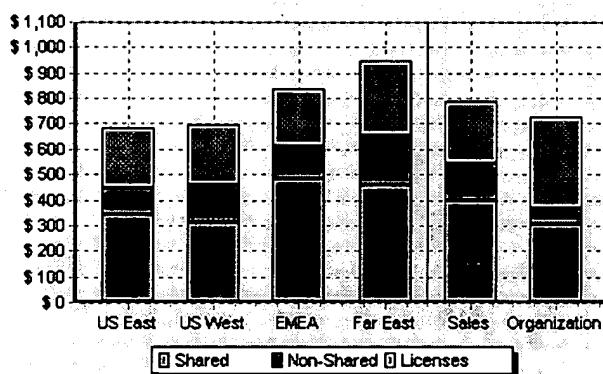
	Allocated Cost	Per.
- Sales	\$ 9,135	100.0%
- US East Cost	\$ 3,250	35.6%
- Large Accounts	\$ 861	9.4%
- Sales-Pers01	\$ 25	0.2%
- Sales-Admin01	\$ 45	0.4%
- PreSales01	\$ 38	0.4%
- ...		
- Government	\$ 1,121	12.2%
- Telesales	\$ 1,268	13.8%
- US West Cost	\$ 3,005	32.9%
- EMEA	\$ 1,840	20.1%
- Far East	\$ 1,040	11.4%

Cost Details: US East Cost

Cost Element	Allocation	Cost
SAP		
- Shared		
- Non-Shared		
- Client Licenses		
- Sales Portal		
- Siebel Portal		

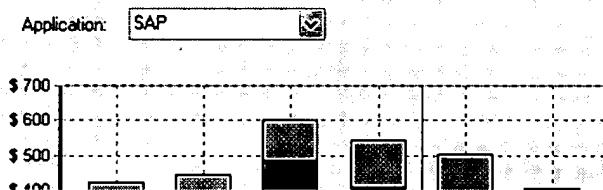
Figure 15

Average Employee Cost



Organization Unit	Shared	N-Shared	Licenses	Total
Organization	\$305	\$60	\$360	\$725
Sales	\$398	\$144	\$249	\$791
US East	\$340	\$104	\$240	\$684
US West	\$310	\$150	\$235	\$695
EMEA	\$480	\$130	\$230	\$840
Far East	\$460	\$195	\$280	\$945

Application Average Cost per User



Organization Unit	Shared	N-Shared	Licenses	Total
Organization	\$205	\$60	\$140	\$403
Sales	\$245	\$144	\$113	\$502
US East	\$220	\$104	\$100	\$424

Figure 16

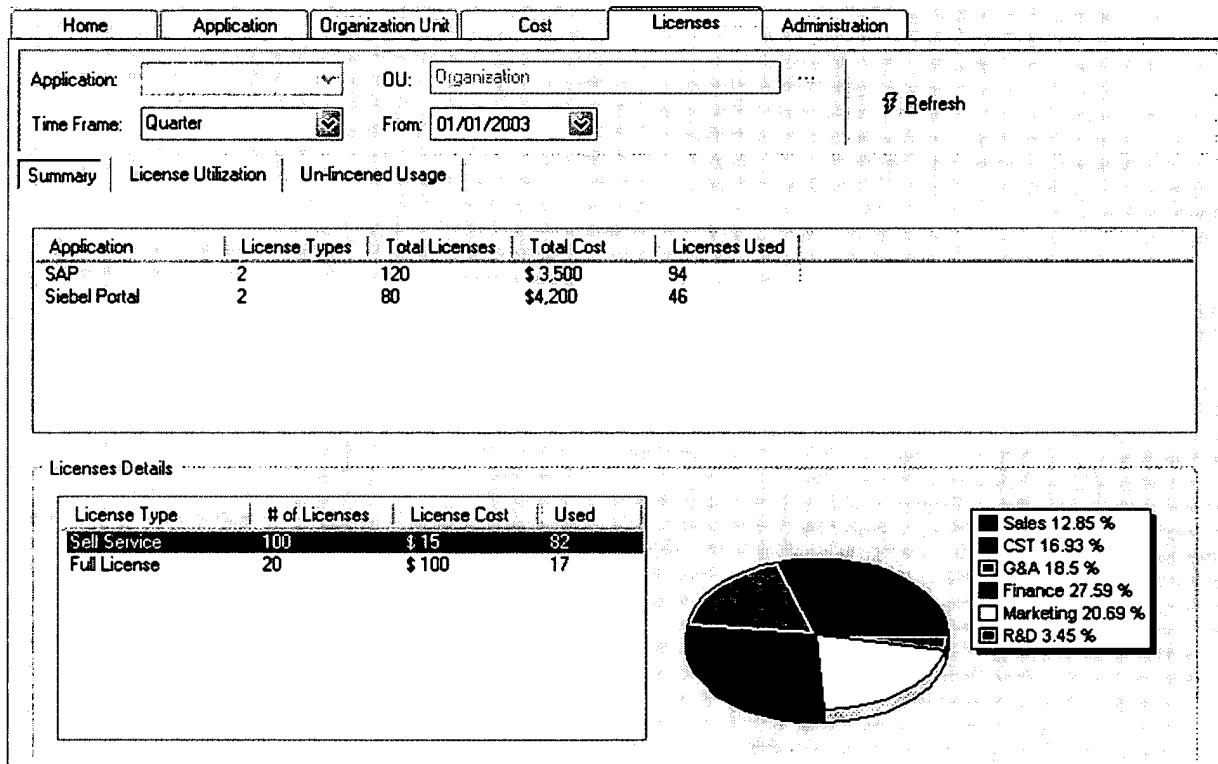


Figure 17

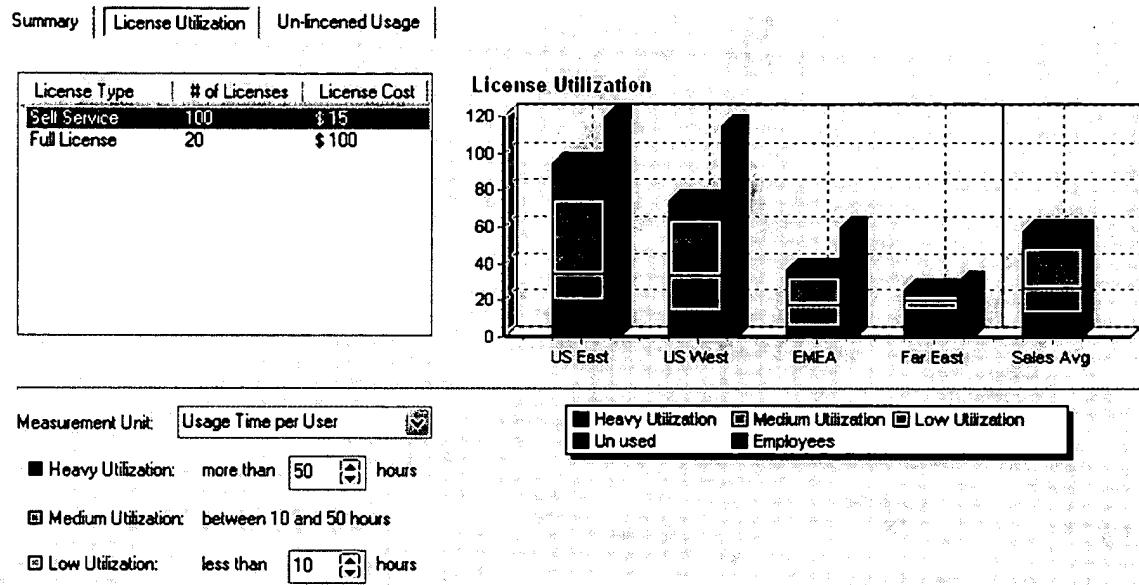


Figure 18

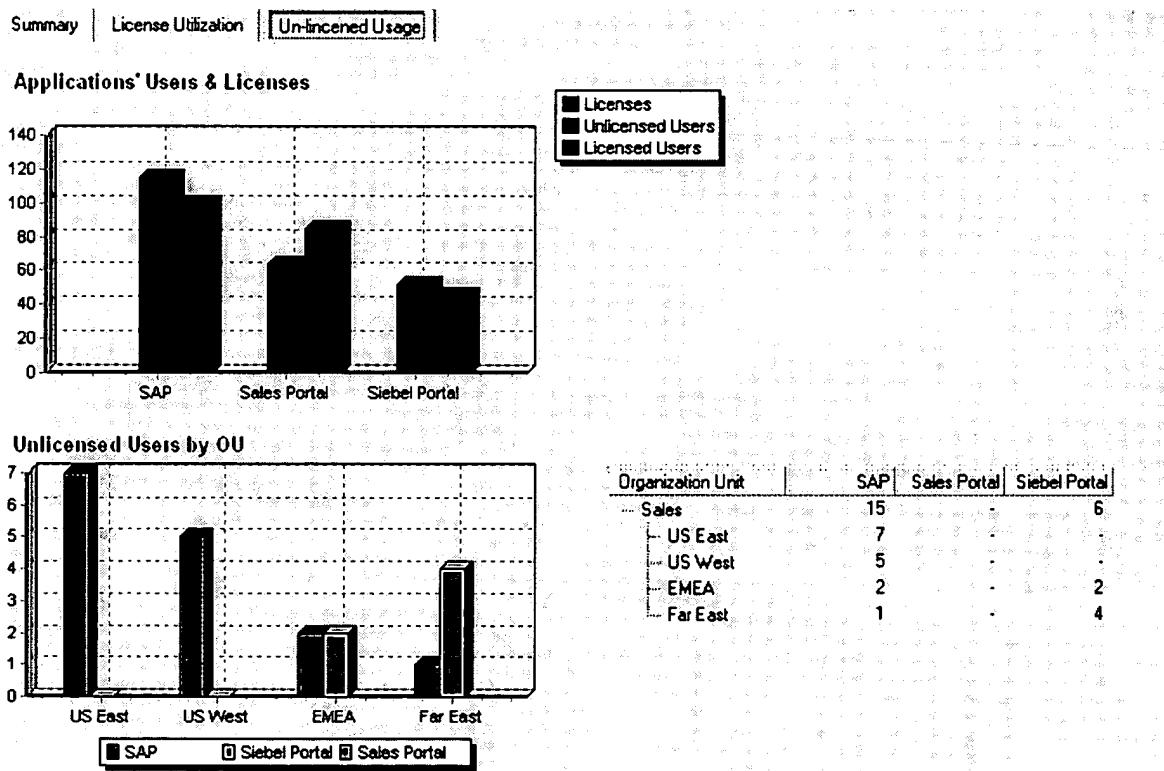


Figure 19